Research.gov Frequently Asked Questions
(Updated May 29, 2009)

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<u>What is Research.gov?</u>

1. **What is Research.gov?**
   Led by the National Science Foundation (NSF), Research.gov is a partnership of federal, research-oriented grant-making agencies with a shared vision of increasing customer service for the research community while streamlining and standardizing business processes among partner agencies. NSF is leveraging its FastLane capabilities, experience, and expertise to deliver common IT services to the research grants community.

2. **What services does Research.gov offer?**
   The Research.gov initiative provides a menu of services tailored to the needs of the research community. Research.gov enables organizations and grantees to access streamlined services for multiple federal agencies in one location. Research.gov currently offers the following services:

   - **Research Spending and Results:** NSF and NASA award information available to be searched by the public in compliance with new Federal Funding Accountability and Transparency Act requirements.
   - **Policy Library:** An electronic library that consolidates federal and agency-specific policies, guidelines, and procedures for use by federal agencies and the awardee community.
   - **Research Headlines:** News and highlighted research activities from NSF and partner agencies.
   - **Grants Application Status:** Sponsored Projects Offices' staff (SPOs) and Principal Investigators (PIs) can check the status of their applications, from submission to decision, as they are received and reviewed by NSF, USDA/CSREES, and DoD/ARO. Account required.
   - **Federal Financial Report:** Online tool to complete and submit grant financial reports using the new government-wide standard form. Account required.
   - **Institution and User Management:** Service to allow Institution Administrators with Research.gov accounts to add users and manage their profiles. Account required.

In the future, Research.gov plans to offer:

- **Researcher Profile Update** - Integrated online tools to allow Principal Investigators and Reviewers to update their profiles in one easy location.
- **Program Officer Service** - Tools for Program Officers to find information and manage their grant portfolios
- **Research Performance Progress Reports** - Online tool to complete and submit research performance progress reports using the new government-wide research and related dataset.

3. **What is Research.gov's approach to offering services?**
Research.gov offers a menu of services tailored to meet the needs of federal agencies with a focus on the research community. A menu of services approach allows agencies to subscribe only to those Research.gov services they choose, whether it is one service or many. Research.gov services are designed to complement existing agency or other Consortia Lead grants management functions, maximizing benefit to the agency and their grantees by providing a more comprehensive, community-focused mix of services. For example, a department may have a research-oriented component (e.g. bureau or agency/sub-agency) that would want to offer Research.gov's externally-facing services to its grantees while continuing to use the department's capabilities.

4. **Who uses Research.gov?**
Research.gov focuses on providing high-value grants management services to meet the specific needs of the research community and of research grant-making agencies and programs.

5. **Who should I contact for more information about Research.gov?**
For more information or questions about Research.gov and its service offerings, please contact the Research.gov team by phone at (703)-292-8150 or by e-mail at feedback@research.gov.

<u>Benefits of Research.gov</u>

6. **How does Research.gov benefit the research community?**
Research.gov provides a single access point where researchers can access grants information and services for multiple federal agencies. Research.gov increases efficiency by streamlining and standardizing the grants management process, which allows researchers to focus more time on their work and less time on administrative tasks.

7. **How does Research.gov benefit NSF and other research agencies?**
Research.gov helps avoid costs of developing and implementing online grants management services while supporting federal agencies' efforts to promote their common research mission. Research.gov also fulfills federal mandates (President's Management Agenda, E-Government Act, American Competes Act, and the Federal Funding Accountability and Transparency Act) and enhances agencies' grants management services by organizing information into a single access point throughout the grants management business process, which:
- Reduces staff time spent fielding requests for status and policy information
- Increases standardization and decreases manual input with electronic intake of progress and financial reports
- Provides audit trail via electronic reporting and E-Authentication

8. **What agencies will benefit from Research.gov?**
Federal research grant-making agencies with similar business processes and a common customer base will benefit from Research.gov.

Research.gov and NSF

9. **What role does NSF play in Research.gov?**
   NSF is leading the initiative by leveraging and modernizing FastLane, NSF's current grants management system, as a foundation for Research.gov. NSF is the only federal agency that combines a research mission with a grant-making mechanism as its sole line of business, and it was chosen as the lead because of its strong reputation for quality and leadership in grants management processes.

10. **How does Research.gov relate to FastLane?**
    FastLane is NSF's web-based grants management system used by over 250,000 scientists, educators, technology experts, and administrators including the nation's top researchers. NSF has been recognized for FastLane's exemplary performance, and while NSF has achieved success with FastLane, the system was built starting in 1994 and is in need of modernization. Research.gov is an opportunity to modernize and evolve NSF's grants management systems to increase the quality and scope of services for the research community. The modernization will include moving legacy FastLane capabilities to a new, modern portal platform.

11. **What is the history behind Research.gov?**
    In keeping with its ultimate focus on the research community, NSF leveraged FastLane services to provide an integrated web portal for research organizations to conduct grants business with federal research agencies. In September 2007, NSF conducted a Research.gov pilot with the United States Department of Agriculture Cooperative State Research, Education, and Extension Service (USDA/CSREES). With the pilot, Sponsored Project Offices and Principal Investigators could check the status of grant applications submitted to NSF and USDA/CSREES in one place. Based on lessons learned from this successful pilot, Research.gov has extended its grants management services to other federal research grant-making agencies, allowing researchers to access information and grants services for multiple research agencies in one location.

Research.gov and Partner Agencies

12. **Who are Research.gov's partners?**
    The following agencies are Research.gov partners:
    - National Science Foundation (NSF)
    - National Aeronautics and Space Administration (NASA)
    - Department of Defense (DoD) research components
    - USDA's Cooperative State Research, Education, and Extension Service (USDA/CSREES)

13. **What initial services will partner agencies offer through Research.gov?**
Partner agencies will offer the following initial services through Research.gov:

- **NASA:** Research Spending and Results, Policy Library, and Research Headlines are now available for NASA.

- **DoD:** Status information is now available for DoD's Army Research Office (DoD/ARO) through Grants Application Status.

- **USDA/CSREES:** USDA/CSREES is currently partnering with NSF on Grants Application Status, the Policy Library, and Research Headlines. In addition, USDA/CSREES is working with NSF to deliver the Research Spending and Results service.

These services are just the beginning! Once initial Research.gov services are implemented for partner agencies, NSF and partner agencies will begin identifying additional opportunities to partner on Research.gov services.

14. **When will grantees be able to use services for partner agencies?**
Services for partner agencies are available now! Users can access proposal status information for DoD/ARO and USDA/CSREES through the Grants Application Status service. NASA award information is available through Research Spending and Results, and Policy and News information is available for both USDA/CSREES and NASA.

15. **Is the National Institutes of Health (NIH) a Research.gov partner?**
While NIH is not currently a Research.gov partner, NSF and NIH are in discussions to identify potential partnership opportunities and hope to collaborate on services in the future.

GMLOB, Grants.gov, and Research.gov

16. **What is GMLOB?**
GMLOB, or the Grants Management Line of Business, is a cross-agency initiative that seeks to create and implement a government-wide solution to support end-to-end grants management activities that promote citizen access, efficiency of the submission process, customer service, and agency financial and technical stewardship.

17. **What is Grants.gov?**
Grants.gov is a single access point for grantees to find and apply for federal grants.

18. **How does Research.gov relate to GMLOB and differ from Grants.gov?**
Research.gov provides a comprehensive menu of services focused on the needs of research organizations, from grant application status to project and financial reporting. Research.gov furthers the goals of the Grants Management Line of Business initiative by providing grantees with greater access to federal research agencies' grants management services and streamlined functionality. Grants.gov will continue to offer "Find and Apply" services.

19. **What is a Grants Management Consortium?**
A Grants Management Consortium is a group of federal grant-making agencies with similar missions, business processes, grant types, and/or grant recipients working together to define a common technical solution to meet their grants management needs. Each Consortium comprises one lead agency and one or more partner agencies. Consortium members work together to deliver services that meet grantee needs.

Grants Application Status

20. **How does the service relate to the Grants Application Status Pilot and Beta?**
The service includes upgrades based on feedback and input from Pilot and Beta participants.

21. **What Research.gov partner agencies are participating in Grants Application Status?**
Grants Application Status provides users with a single location to view proposal status information for NSF, USDA/CSREES, and DoD/ARO. Other partner agencies' information will be available in the future.

22. **What applications can I view status information for?**
Grants Application Status displays all applications submitted to*:
- NSF via Grants.gov or FastLane
- USDA/CSREES via Grants.gov since 2006
- DoD/ARO via Grants.gov, email, or paper submission since October 2008

The user's organization must have a valid Data Universal Numbering System (DUNS) Number issued by Dun and Bradstreet and be registered in the Central Contractor Registry (CCR) in order to use Research.gov account-controlled services, including Grants Application Status. To register in the CCR, go to http://www.ccr.gov. Please be advised that it takes approximately two business days to complete the registration process.

Research Spending and Results

23. **What awards are displayed in Research Spending and Results?**
Research Spending and Results displays awards active as of FY 1994 and beyond for NSF and active as of FY 2007 and beyond for NASA. Please note information may not be as complete for awards that date prior to the Federal Funding Accountability and Transparency Act of 2006 (awards not active as of October 2006 and beyond).

24. **What is the difference between Research Spending and Results and USASpending.gov?**
According to Federal Funding Accountability and Transparency Act (FFATA) requirements, federal grant-making agencies must make certain award information, including recipient name and award amount, available to be searched by the public on USASpending.gov. Research Spending and Results provides more frequently updated FFATA award data for participating partner agencies in an easily searchable format. In addition to FFATA data, Research Spending and Results also provides additional award information, such as publication citations, which NSF identified as being a value-add to the research community.

Grantee Feedback

25. How does Research.gov collect and use grantee feedback?
Research.gov uses a variety of methods to collect grantee feedback. The Research.gov team monitors and compiles feedback received through the Research.gov online via the:

- Customer Satisfaction Survey (users are randomly selected to take the survey)

- Online feedback form

- Feedback mailbox (feedback@research.gov)

The team also conducts outreach at grantee conferences, where they record audience feedback during Research.gov presentations and Question and Answer discussions. Research community feedback is used to make enhancements to current services and to prioritize future services.

26. How can I submit feedback to the Research.gov team?
Submit comments and feedback, including suggestions for new services and enhancements for current services, either by using the web form located on the Research.gov site or by e-mailing feedback@research.gov. To access the web form, click *Tell Us What You Think* on the left-hand navigation menu.

Research.gov Outreach

27. What outreach is being done to educate the research community about Research.gov?
The Research.gov team is participating in multiple outreach activities to get the word out about Research.gov. Recently, the team has given briefings at Federal Demonstration Partnership meetings, annual and section meetings for both the Society of Research Administrators (SRA) and the National Council of University Research Administrators (NCURA), and Regional NSF Grant Conferences. The team plans to continue to give briefings on Research.gov at upcoming grantee conferences throughout the year.

28. Where can I find information on upcoming Research.gov briefings and demos?
Users can find information on upcoming Research.gov outreach activities through the events calendar on the Research.gov homepage.

29. Who should I contact for information on Research.gov for articles or newsletters?
Send a request for information to the Research.gov team by e-mailing feedback@research.gov. Please be sure to state the nature of your request in the e-mail to ensure that the team sends the appropriate information.

30. Where can I find Research.gov informational materials?
The media kit, located on the *Who We Are* page of the Research.gov site, provides basic information on the Research.gov initiative, including a demo of Research.gov services, Fact Sheet, Backgrounder, list of Frequently Asked Questions, and one-page Service Offerings and Benefits Overview.